DEFINITY Enterprise Communications Server

Telephone User's Guide

Prepared for: FEDERAL AVIATION ADMINISTRATION, CASPER, WYOMING

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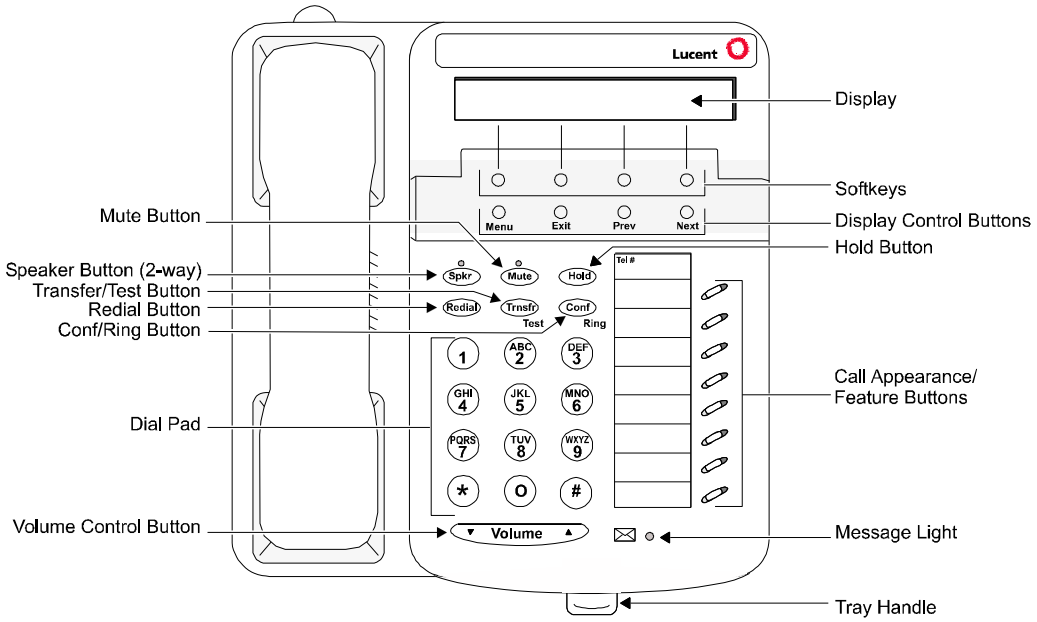
About Your Telephone

The 6408, 6416, and 6424 are multi-line telephones with conventional touch-tone dialing, and a two-way speakerphone.

To familiarize yourself with the buttons and features on your telephone, refer to the figure below and then read the explanations for the buttons and features.

6408 model telephone:



Call Appearance/Feature Buttons

Usually, at least three of these buttons are call appearance buttons; used for incoming and outgoing calls. The remaining buttons access features and are labeled with a feature name. Each has a red light telling you that this is the line you are using or this is the line you will get when you lift your handset. The green status light next to each call appearance and feature button tells you that the line or feature is being used.

Conf/Ring Button

For setting up conference calls. (Use this feature while off-hook.) "Ring" is printed below Conf to remind you that by pressing Conf while on-hook, you can select a personalized ringing pattern for your telephone. You can choose from among eight possible ringing patterns.

Dial Pad

The standard 12-button pad for dialing phone numbers and accessing features. The letters "Q" and "Z" have been added to the appropriate dial pad keys for directory access, and the "5" button on your dial pad has raised bars for visually impaired users.

Display

A built-in 2-line by 24-character display.

Display Control Buttons

The softkeys are the four keys labeled with arrows located directly below the display. The four display control buttons, labeled **Menu, Exit, Prev**, and **Next** are located under the softkeys.

Handset

A handset is provided for placing and answering calls. In some cases, you must lift the handset (go off-hook) before you can use a feature.

Headsets

Headsets for your telephone allow one-touch hands-free operation. To answer a call, press Headset (if administered on your telephone). Press the button again to disconnect. (The Headset feature must be administered for your telephone.) Headsets consist of a headpiece and modular base unit. The base unit plugs into the Handset Jack.

Hold

A red button for putting a call on hold.

Message Light

A red light that goes on when a message has been left for you. This light is labeled with a picture of an envelope.

Mute Button

For turning off the microphone associated with the handset or the speaker, whichever is active, so the other person on the call cannot hear you.

Redial Button

For redialing the last number that you dialed using the dial pad.

Softkeys

The four round unlabeled buttons located directly below the display correspond to words on the display screen. You can use the softkeys along with display control keys to access up to 12 features on your telephone in addition to those features administered on the call appearance/feature buttons.

Speaker Button

For accessing the one-way, listen-only speaker or the built-in two-way Speakerphone feature.

Note: Your telephone can be set for either the Speaker (listen-only) feature or the Speakerphone (listen and speak) feature. Check with your system manager to see how your Speaker button is to be used.

Transfer/Test Button

For transferring a call to another telephone. (Use this feature while off-hook.) "Test" is printed below **Trnsfr** to remind you that by pressing **Trnsfr** while on-hook, you can test the button lights.

Volume Control Button

For adjusting the volume of:

- The speaker while the speaker is on
- The handset while a call is in progress using the handset
- The ringer while the telephone is on-hook or ringing, and the speaker is off

Tones and Their Meanings

Ringing tones are produced by an incoming call. **Feedback tones** are those which you hear through the handset or the speaker.

Ringing Tones

- **1 ring** - A call from another extension.
- **2 rings** - A call from outside or from the attendant.
- **3 rings** - A priority call from another extension, or from an Automatic Callback call you placed.
- **ring-ping (half ring)** - A call redirected from your telephone to another because Send All Calls or Call Forwarding All Calls is active.

Feedback Tones

- **busy signal** - A low-pitched tone repeated 60 times a minute; indicates the number dialed is in use.
- **call waiting ringback tone** - A ringback tone with lower-pitched signal at the end; indicates the extension call is busy, and the called party has been given a call waiting tone. If you hear this tone, you may wish to activate Automatic Callback.
- **confirmation tone** - Three short bursts of tone; indicates a feature activation or cancellation has been accepted.
- **coverage tone** - One short burst of tone; indicates your call will be sent to another extension to be answered by a covering user.
- **dial tone** - A continuous tone; indicates dialing can begin.
- **intercept/time-out tone** - An alternating high and low tone; indicates a dialing error, a denial of the service requested, or a failure to dial within a preset interval (usually 10 seconds) after lifting the handset or dialing the previous digit.
- **recall dial tone** - Three short bursts of tone followed by a steady dial tone; indicates the feature request has been accepted and dialing can begin.
- **reorder tone** - A fast busy tone repeated 120 times a minute; indicates all trunks are busy.
- **ringback tone** - A low-pitched tone repeated 15 times a minute; indicates the telephone dialed is being rung.

Troubleshooting

Problem	Solution
A feature does not work as noted in the book.	1. Re-read the procedure and try again. 2. For some features you must lift the handset before you can use the feature. 3. Check with your system manager to be sure this feature is administered on your telephone.
There is no dial tone.	1. Check with your system manager to be sure your telephone is administered correctly. 2. Make sure the handset and line cords at your telephone are securely connected at both ends. 3. Find a working telephone of the same type as your own. Unplug this telephone from its modular wall jack. Plug your telephone into that jack and check if it gets dial tone. 4. If your telephone still does not work, plug the working telephone (of the same type) into your modular wall jack. If the working telephone has dial tone, your own telephone is faulty. See your system manager.
The telephone does not ring.	1. Set the ringer volume to a higher level. 2. Place a test call from another extension to your extension. 3. Check the line cord to make certain it is securely connected at both ends. 4. If there is still a problem, see your system manager.

FEATURE USE AND DESCRIPTION

Abbreviated Dialing

To program or reprogram an Abbreviated Dialing (AD) button:

> **Note:** The system manager must first program a call appearance/feature button as an AD button before you can program a number on it.
>
> **Note:** There is a 10-second time limit between your entering the Program Mode and entering first digit of an AD button, and then a 10-second time limit between each digit. If you hear intercept tone while you are programming the button, you have exceeded the tine limit and you must begin again.

1. Locate the Program button.

There are several possibilities.
- Press the **Menu** button and, if necessary, the **Next** or **Prev** button until **Prog** appears (if available on your display).
- or use an Abbreviated Dialing-code ***00.**

2. Pick up the handset or press **Spkr**.

3. Press the **Prog** button or, Dial the Program code ***00.**

4. Press the AD button to be programmed.

5. Dial the phone number, extension, or feature access code you want to store.

6. Press **#.**

7. If you want to program another button, repeat Steps 4 through 6 (within 10 seconds).

8. Hang up or press **Spkr** to end programming.

To place an AD call:

1. Press the selected AD button. The call is automatically dialed.

> **Note:** The system manager must first program a call list before you can program a number in it.

To program a number into a personal list:

1. On a separate sheet of paper, write down the outside numbers, extensions, and/or Feature-access codes you want to store.

> **Note:** Each phone number or feature access code is stored as a separate-item.

2. Pick up the handset or press **Spkr**.

3. Press the **Menu** button and then the softkey below **Prog** (if available on your display).
   or, Dial the Program code ***00.**

4. Dial the Personal List number (2, or 3).

5. Dial the list item (1, 2, 3...9).

6. Dial the number you want to store up to 24 digits.

7. Press # - The number is stored.

8. If you want to store additional items on the same list, repeat Steps 5 through 7. If you want to store on another list, hang up and return to Step 1.

9. Hang up to end programming.

To place a call using a personal AD list:

1. Dial the Abbreviated Dialing List code: **#7.**

2. Dial the desired list number (2, 3).

3. Dial the desired list item (1, 2, 3…9).

The call is automatically dialed.

To place a call using the system AD list:

1. Dial the Abbreviated Dialing List code: **#71.**

2. Dial the desired list item (01, 02, 03…99).

The call is automatically dialed.

Automatic Callback

To automatically place another call to a busy or unanswered extension:

1. Press the **Menu** button and then the softkey below **AutCB** (if available on your display) during the call attempt

   or, Press **AutoCallBk** (if administered) during the call attempt.

   Note: If you send your calls to coverage after activating Automatic Callback, your callback calls will still ring at your extension and will not be redirected to coverage.

2. Hang-up.

You hear a priority ring when both you and the called extension are idle. When you answer, regular ringing is sent to the called party.

1. Lift the handset when you hear a priority ring

   Note: Automatic Callback is automatically canceled after 30 minutes.

To cancel Automatic Callback:

1. Press the **Menu** button and then the softkey below **AutCb** again (if available one your display) while on-hook.

Call Forwarding all Calls

To temporarily redirect all calls:

1. Press the **Menu** button and then the softkey below **CFrwd** (if available on your display) while on-hook or off-hook.
   or press **Call Fwd** (if administered) while on-hook or off-hook.
   or, dial the Call Forward code ***22** while off-hook.

2. Dial the extension or phone number where calls are to be sent. Be sure to include the "9" for numbers outside your office.

3. Hang-up.

You may hear a ring-ping tone from your telephone as each call is forwarded.

To cancel Call Forwarding:

1. Press the **Menu** button and then the softkey below **CFrwd** (if available on your display) while on-hook.
   or, Press **Call Fwd** while on-hook.
   or, Dial the Call Forward Cancel code **#22** while off-hook.

Your calls will now ring at your own telephone.

Call Park

To park a call for retrieval from any extension:

Note: Call Park has been assigned to your telephone, press **Call Park** and hang up. Otherwise, follow the instructions below.

1. Press **Trnsfr**.

2. Dial the Call Park code ***66.**

3. Press **Trnsfr** again. The call is parked at your extension.

4. Hang-up.

To retrieve a parked call at any extension:

Note: If Call Park Pickup has been assigned to your telephone, press **Park Pickup** then dial the extension where the call is parked. Otherwise, follow the instructions below.

1. Pick up the handset or press **Spkr**.

2. Dial the Park Pickup code **#66.**

3. Dial the extension where the call is parked. If you are retrieving a call parked at your telephone, dial your own extension.

   Note: If you receive intercept tone the parked call has been disconnected or retrieved by someone else.

Call Pickup and Directed Call Pickup

To answer a call placed to your pickup group when your phone is idle:

1. Press the **Menu** button and then the softkey below **CPkUp** (if available on your display).
   or, Press **Call Pickup** (if administered).
   or, Dial the Call Pickup code ***77.**

- The called telephone stops ringing.

- You are connected to the ringing call.

To pick up a call directly for someone in your office:

> **Note:** Again the Directed Call Pickup feature is designed for covering calls for someone while they are away from their desk. In this case, you do not have to be a member of the same pickup group.

1. Press **DirCPkUp**.
   or, Dial the Directed Call Pickup code ***88**.

2. Dial the extension of the ringing telephone.

- The called telephone stops ringing.

- You are connected to the ringing call.

Conference

To add another party to a call:

> **Note:** Your conference call can include up to six parties, including yourself.

1. Press **Conf**. The present call is put on hold. You are given a new call appearance button and dial tone.

2. Dial the number of the new party and wait for an answer.

3. When you are ready to add the new person to the conference call, press **Conf** again.

4. To establish additional conference connections repeat Steps 1 through 3.

Add the call on hold to another call to which you are connected:

1. Press **Conf**. The hold light flutters. The current call appearance light flutters.

2. Press the call appearance button of the call on hold

3. Press **Conf** again. All parties are now connected.

To drop the last party added to a conference call:

1. Press the **Menu** button and then the softkey below **Drop** (if available on your display).
   or, Press **Drop** (if administered).

Directory

To search the directory for a name:

1. Press the **Menu** button and then the softkey below **Dir** (if available on your Display).
   or, Press **Directory** (if administered).

2. Key in the selected name using the dial pad: last name, comma (use *), first name or initial. Only a few letters are needed.

3. Press the **Next** button for each successive directory name you wish to see.

4. To search for a new name, press the softkey below **Dir** or press **Directory** and go through the above sequence again.

5. When you are ready to exit the directory, press the **Exit** button.

To place a call to the name displayed in the directory:

1. Pick up the handset.

2. While the name is shown, press **Call Display** (if administered).
   or, Press the **Exit** button and then dial the number using the dial pad.

Display, Softkeys, and Control Buttons

To enter softkey mode:

The softkeys are the four unlabeled round keys located directly below the display. The four round display control buttons, labeled **Menu**, **Exit**, **Prev**, and **Next** are located under the softkeys. There are three separate feature option screens. Each of these screens allows you to select from four different features. You can enter Softkey Mode by pressing the Display Control button labeled **Menu**. The following is an example of a softkey feature menu screen, your actual menus may be different.

Dir	**Drop**	**HFAns**	**Timer**

The top line of each softkey feature menu screen shows you the status of each feature. An arrow appears above the feature name or abbreviation if that feature is active. If there is no arrow above the feature, the feature is not active.

The second line on each softkey feature menu screen shows the features you can access. To use any of these features, you must press the softkey below the feature name or abbreviation.

For example, on the feature option screen shown above, you can access the System Directory by pressing the softkey below **Dir** (the System Directory feature). If you want to drop the last person added to a conference call, press the softkey below **Drop**. To see the next set of four features, press the display control button labeled **Next**; to move back a screen, press the display control button labeled **Prev**. Press the **Next** or **Prev** button until the feature you want to use appears on the second line.

Abbreviation	**Feature**
Acct	Account Code Entry
AD	Abbreviated Dialing buttons, (can be multiple buttons)
CFrwd	Call Forwarding All Calls
CPark	Call Park

CPkUp	Call PickUp
CnLWC	Cancel Leave Word Calling
Cnslt	Consult
Count	ACD Stroke Count (can be up to 10 buttons)
Dpkup	Directed Call Pickup
Excl	Manual Exclusion
GrpPg	Group Paging
IAuto	Automatic intercom
lDial	Dial Intercom
Inspt	Inspect
Mark	AD Special Function Mark
Park	Call Park to other Extensions
SAC	Send All Calls
SFunc	Abbreviated Dialed Special Function
Spres	Abbreviated Dialing Suppress
Stats	ACD Cogent Statistics
Stop	Abbreviation Dialing Stop/indefinite Walt
Wait	AD Special Function Wait

To activate features using the softkeys:

Note: Priority Calling is used in this example

1. Press the **Menu** button. The display shows the initial softkey feature menu screen:

Dir	**Drop**	**HFAns**	**Timer**

2. Press the **Next** button. The display shows the second softkey feature menu screen:

Pcall	**AutCB**	**Prog**	**Pause**

3. To use the Priority Calling feature, press the softkey below **PCall** and then dial the extension.

Note: When the feature is activated, after the Display screen shows you the digits you are an arrow appears above the feature. If there is not an arrow above the feature, the feature is off.

Note: When both parties hang up from the call, the arrow above PCall (showing feature status indication) disappears.

Exit

To exit any display feature:

1. Press the **Exit** button. The display shows the time and date or, when applicable, the call/caller information.

Hands-Free Answer (Internal calls only)

To automatically answer incoming internal calls:

1. Press the **Menu** button and then the softkey below **HFAns** (if available on your display).
   or, Press **HFAns** (if administered).

You hear a 3-tone warble before your telephone goes off-hook on each internal call.

2. When you no longer want to have internal calls answered automatically, press the softkey below **HFAns** (it may be necessary to press **Menu** again first).
or, Press **HFAns**.

Hold

To put a call on hold:

1. Press **Hold**. The green light blinks. The call is put on hold.

To return to the call on hold:

1. Press the call appearance button of the call on hold.

To answer a new call while active on another:

1. Press **Hold.** The green light blinks. The present call is put on hold.

2. Press the call appearance button of the incoming call. You are connected to the incoming call.

Note: Calls placed on hold cannot be retrieved from another telephone. Use Call Park if the call will need to be retrieved at a different extension.

Last Number Dialed (Redial)

To automatically redial the last number dialed:

1. Press **Redial**.

The last number that you dialed is automatically redialed.

Note: The redialed number can be an outside number up to 24 digits, an extension, or a trunk or feature access Code.

Priority Calling

To place a priority call:

1. Press **Menu** and then the softkey below **PCall** (if available on your display).
or, Press **Priority** (if administered).
or, Dial the Priority Calling code ***11.**

2. Dial the extension. Wait for the called party to answer.

Note: If your call is not answered and you wish to redirect it to coverage, press **Go to Cvr** (if administered) while the call is ringing.

Select Ring

To select a personalized ringing pattern:

1. Press **Conf** while on-hook.

The current ringing pattern plays and repeats every three seconds,

2. Continue to press (and then release) **Conf** to cycle through all eight ringing patterns.

If you want to save the ringing pattern currently being played, do not press Conf anymore.
You hear the selected ringing pattern two more times, then it is automatically saved.

Your new ringing pattern is set.

> **Note:** If you go off-hook, receive a call, or lose power during selection, the process is interrupted and you must start again.

Send All Calls (SAC)

To send all calls (except priority calls) to coverage:

1. Press the **Menu** button and then the softkey below **SAC** (if available on your display) while on-hook.
   or, Press **Send All Calls** while on-hook.
   or, Dial the Send All Calls code ***33** while on-hook.

   Note: You may hear a ring-ping tone from your telephone as each call is forwarded

To cancel Send All Calls:

1. Press the **Menu** button and then the softkey below **SAC** again (if available on your display) while on-hook.
   or, Press **Send All Calls** again while on-hook.
   or, Dial the Send All Calls Cancel code **#33** while off-hook.

Speakerphone

To place or answer a call using the speakerphone:

> **Note:** It is not necessary to activate the speaker to dial an extension or outside call (9+number). The speakerphone is automatically activated when you begin to dial.

1. Press **Spkr** The red light next to Spkr goes on.

2. Place or answer a call, or access the selected feature.

3. Adjust the speakerphone volume if necessary.

To raise the volume, press the right half of the Volume control button labeled **^.**
To lower the volume, press the left half of the Volume control button labeled **v.**

To change from the speakerphone to the handset:

1. Pick up the handset and talk. The red light next to Spkr goes oft.

To change from the handset to the speakerphone:

1. Press **Spkr**. The red light next to Spkr goes on.

2. Hang up the handset within 10 seconds.

To prevent the other party from hearing you:

1. Press **Mute**. The red light next to Mute) goes on. The other person cannot hear you. Press **Mute** again to resume speaking to the other person. The red light next to Mute goes off. The other person can hear you again.

To end a call when using the speakerphone:

1. Press **Spkr** again. - The red light next to Spkr goes off.

To use the handset and speakerphone simultaneously:

1. While you are active on the handset, press **Spkr**. The red light next to Spkr goes on. People in your office can hear the conversation on the speakerphone, but you must use the handset in order to speak to the other person.

> **Note:** If you hang up the handset within 10 seconds after pressing **Spkr**, the call remains active on the speaker. If you hang up the handset more than 10 seconds after pressing **Spkr** the speaker will also turn off, and the call is disconnected.

Stored Number

To view the number or feature on a button, or the last number dialed:

1. Press the **Menu** button and then the softkey below **View** (if available on your display).
   or, press **View** (if administered).

2. Press the selected feature button

> **Note:** To view the last number that you dialed, press Redial, or to view the number stored on an AD button, press the selected AD button. The feature assignment on the button, or the phone number is shown.

3. To return to the Normal Mode display, press the **Exit** button or return to Step 2 to see another stored number.

Test

To test the lights and display:

1. Press and hold **Trnsfr** while on-hook. The lights go on in columns and all the display segments fill in.

2. To end the test, release **Trnsfr**. The lights return to normal operation.

Note: If the lights or the display segments do not respond during the test, see your system manager.

Timer

To view the elapsed time:

1. Press the **Menu** button and then the softkey below **Timer** (if available on your display). This exits you from Softkey Mode.
or, Press **Timer** (if administered).

The display shows the elapsed time.

To stop the timer and clear the display:

1. Press the **Menu** button and then the softkey below **Timer** again (if available on your display).
or, Press **Timer** again.

The elapsed time is displayed for about three seconds and then disappears.

Transfer

To send the present call to another number:

1. Press **Trnsfr** while on a call. The present call is put on hold. The green light blinks. You are given a new call appearance button and dial tone.

2. Dial the number to which the call is to be transferred.

3. Remain on the line and announce the call. If the line is busy of there is no answer, return to the call on hold by pressing its call appearance button.

4. Press **Trnsfr** again. The call is sent to the dialed number.

Note: If you hang up before pressing **Trnsfr** again, the caller will not be transferred. Press the flashing line and start the transfer process again from step 1.

5. Hang up